

# **RFP 65-22 Storage Tank Environmental Compliance Services**

## **FORM B -- Technical Response Questions:**

### **Section 2.1 Compliance Program**

- a. Detail your company's experience in developing, designing and implementing all aspects of a compliant above ground, underground tanking and complex fuel system program for transportation operations. Include experience working in a large multi-union environment.
- b. Describe your firm's ability to execute a compliance program that achieves the objectives in Section 2.1 *Compliance Program*.
- c. Provide specific relevant experience providing compliance services as defined in this scope of work. Include three (3) references that attest to quality and depth of service delivery.

### **Section 2.2 Adapt Existing Processes and Infrastructure**

- a. Describe your firm's ability to utilize the MBTA's current technology/process (see Section 2.2.1, column "Detail & Technology Used").
- b. Explain how your firm will address and execute the Compliance Program challenges/objectives (see section 2.2.1, column "Challenges/Program Objectives"). Provide tentative timelines where applicable.
- c. Explain your ability to integrate with MassDEP UST Data Management Systems (DMS)
- d. Explain your ability to integrate with Fluid Management Systems such as iCommand and FleetWatch. Describe any potential/anticipated implementation problems your firm might encounter with fluid management systems.

### **Section 2.3 Sump and Containment Pump Out Services**

- a. Outline your experience with fuel system pump outs, troubleshooting and tank system analysis as it pertains to compliant tank systems.
- b. Describe how your firm performs pump-out services. How do ensure pump-outs are executed properly?
- c. Can you provide both non-emergency and emergency service for pump-outs?
- d. Is there any aspect of this section that would pose a difficulty for your firm's service delivery? Explain why or why not.

### **Section 2.4 Monitoring, Reconciliation, and Analysis Services**

- a. Describe your company's remote monitoring capabilities: does your company provide 24/7 live interactive response, alarm notifications (voice, text, emails) with tracking and follow-up?
- b. Is your ATG monitoring accomplished with live operators?
- c. Will your operators be triaging the information via alarm notification, and does your system provide for live follow-up?
- d. How often does your monitoring service capture and retain inventory level and alarm condition data?
- e. How will you provide MBTA with the ability to view current ATG conditions, tank inventory levels, test results, and historic reports?

- f. What actions would your firm take in the event of loss of remote monitoring communication connectivity? How quickly could connectivity be restored?
- g. Describe the web-based inventory reconciliation software your firm will provide. Can your software satisfy the requirements in section 2.4.4 “Web-based Inventory Reconciliation Software Application Services”?

## **Section 2.5 Tank System Compliance Testing Services**

- a. Describe and confirm your firm’s ability to provide each of the following services as defined in section 2.5 “Tank System Compliance Testing Services”:
  - a. ATG System Testing and Certification
  - b. Cathodic Protection System Testing
  - c. Dispenser Calibration
  - d. Emergency Stop Button Testing
  - e. Helium Pinpoint Testing
  - f. Line Interstitial Testing
  - g. Impact Valve Testing
  - h. Spill Bucket Testing
  - i. Stage I Vapor Recovery System Testing
  - j. Sump testing
  - k. Dispenser Pan Testing
  - l. Tank Tightness Testing
  - m. Line Tightness Testing
  - n. Automatic Line Leak Detector Testing
  - o. Tank Interstitial Testing
  - p. Periodic In-service AST Tightness Testing
  - q. In-service AST Inspections and Tank Preparation

## **Section 2.6 Inspection Services**

- a. Describe your firm’s experience providing inspection services for an organization that is similar in size and scope to the MBTA.
- b. Is your firm qualified to perform inspection services in section 2.6 “Inspection Services”? Explain how inspection services will be provided, and whether the inspections will be subcontracted:
  - a. Third Party UST Inspection
  - b. Monthly UST Inspections
  - c. Monthly SPCC AST Inspections
  - d. Semi-annual AST Inspections
  - e. Annual In-use AST Inspections
  - f. Web-based Inspection Management System
    - i. Describe the Inspection Management System you will provide to the MBTA.

## **Section 2.7 Maintenance and Technical Support**

- a. Is your firm capable of providing technical support for all equipment and software systems described in this scope of work?

- b. In the scenario a minor deficiency is discovered, what are your specific remedy actions? Provide an example and include timelines.

#### Section 2.8 **Consulting**

- a. Describe your firm's experience in the past 7 years providing engineering and consultation services for complex fueling and tank systems.
- b. Provide three (3) references that can attest to your firm's ability to provide consulting services.
- c. Describe the depth of service you provide for these consulting areas, with brief case studies and/or examples as applicable:
  - a. UST/AST General Consulting Services
  - b. UST/AST Permitting and Administrative Services
  - c. LSP and PE Consulting Services

#### Section 2.9 **Service Delivery**

- a. Can you firm service the MBTA at the required hours listed in section 2.9.1 "Hours"?
- b. Is your firm able to provide OEM replacement parts, materials, and equipment? Note any potential fulfillment problems that would negatively affect the MBTA.
- c. What is your markup on replacement parts and rental equipment?

#### Section 2.10 **Train MBTA Staff**

- a. Describe your firm's ability to train MBTA staff on new hardware/software i.e. Veeder Root, Omtex, and Wesrock.

#### Section 2.11 **On-Call Technical Services**

- a. Can your firm provide the level of service required in section 2.12 "On-Call Technical Services"?
- b. In the scenario that an alarm condition triggers for a dangerous leak, what are your remedy actions? Provide a brief action plan with example timeline.

#### Section 2.12 **Contractor Requirements**

- a. Does your firm possess the required license, certifications, documentation, and training required in section 2.13.2? Indicate which licenses/certifications will be subcontracted (if any) and describe how you ensure your subcontractors provide compliant service.

#### Section 2.16 **Reports**

- a. Provide sample Service Reports that your firm will provide.
- b. Are the reports available via web-based portal? Describe how MBTA personnel access reports, with screenshots and descriptions of any web portals (as applicable).